

## Iowa Dental Wellness Plan Report – 4th Qtr. 2015

Operations	<ul style="list-style-type: none"> <li>• Activities/Results               <ul style="list-style-type: none"> <li>○ Customer Service calls received for quarter: 8,671</li> <li>○ 626,026 dental services provided to 65,844 unique members</li> <li>○ Completed Risk Assessments to date: 35,358 first time risk assessment and 5,184 second time risk assessment.</li> <li>○ 19 local Public Health Agencies are providing outreach and referral services to DWP members and working with community providers to increase awareness</li> </ul> </li> <li>• Claims               <ul style="list-style-type: none"> <li>○ Processing Time (average): 7.90 days</li> <li>○ Payment for Claims: \$8,552,487.31</li> </ul> </li> <li>• Complaints/Appeals               <ul style="list-style-type: none"> <li>○ 49 complaints, 47 resolved</li> <li>○ 4 appeals, 4 resolved</li> <li>○ No reports from members on not receiving timely services</li> </ul> </li> <li>• Network               <ul style="list-style-type: none"> <li>○ Number of dentist providing services 10/1- 12/31, 2015: 733</li> <li>○ 653 General Dentists</li> <li>○ 51 Oral Surgeons</li> <li>○ 6 Periodontists</li> <li>○ 7 Pedodontists</li> <li>○ 4 Endodontists</li> <li>○ 12 Prosthodontists</li> </ul> </li> </ul>
DWP Benefit Design and Related Data	<ul style="list-style-type: none"> <li>• To date members that have received services               <ul style="list-style-type: none"> <li>○ 97.2% received a Diagnosis and Prevention Service</li> <li>○ 44.5% received a Stabilization Service</li> <li>○ 32.6% received an Emergent Service</li> </ul> </li> <li>• Earned Benefits               <ul style="list-style-type: none"> <li>○ 36.8% of members with qualifying service have earned Enhanced or Enhanced Plus benefits</li> </ul> </li> </ul>